

# The Beaches Medical Centre Patient Participation Group Meeting

Thursday 24<sup>th</sup> January 2019 @ 10.00 am

Minutes



Present:	Tina Cleveland Graham Dunhill Jill Emmerson Lyn Gibbs Sue Knight	Sandra Peppiatt Dawn Reeve Chris Smith Tony Waring John Watt
Apologies:	Dawn Barnham Ray Cleveland	Martin Knowles Teresa Plane

Item	Action
<p>1. Tina welcomed everyone to the meeting and introductions were made for the benefit of John, a new member on the committee.</p> <p>2. Minutes from the meeting on 7<sup>th</sup> December 2018 were agreed as accurate. The action point log was reviewed and updated as follows:            AP16/18 – C/F. Will be reviewed again in March 2019            AP26/18 – Removed, Staff at Magdalen Way and Hopton do not wish to have their photos on display.            AP32/18 – C/F, this will be discussed at the February PPG Forum meeting. Some CCG funding has apparently been issued to practices but communications about this haven't made this clear.            AP33/18 – C/F            AP34/18 – C/F, Dawn will remind Karen about this            AP35/18 – Removed as not appropriate for PPG intervention but Tina will forward the original email to John as the Louise Hamilton Centre has a Dementia Café.</p> <p><b>AP11/19 - Tina to advertise Dementia café at Louise Hamilton Centre on Facebook</b></p> <p>AP36/18 – Cleared, Tina will attend an ENMP PPG meeting in the future            AP37/18 – C/F            AP38/18 – Cleared, basic letter heading now in use but no photo.            AP39/18 – Cleared</p> <p>3. <b>Practice Update:</b>            Dr Singh started at Sussex Rd on 7<sup>th</sup> January as a long term locum working Monday, Tuesday and Friday and Dr Alison Holt is working two days a week. Patient lists across all three sites have now been equalised out between the GP's. The practice is looking to recruit full time and part time receptionists. Leigh who is currently on maternity leave will not be returning. The reception staff are rotating across all three sites and it is hoped that best practice will be shared and the same way of working will be adopted across all sites. A consultant was in the practice last week talking to staff and their report is awaited. The Beaches are involved in the "Productive General Practice" programme which will be completed by 31<sup>st</sup> March which is about working "Smarter not Harder". Tasks have already been looked at as so many are generated each day. POD were sending a lot that they should have been dealing with themselves so this will reduce the numbers</p>	Tina

<p>significantly. Following interviews, pay is being negotiated for a Practice Pharmacist so hopefully they will be in post from April. POD has a new phone system with many more lines and are open 9 – 4.30 five days a week. An issue was raised about the POD team deleting repeat prescription medication if it wasn't ordered on every issue, without notifying the patient.</p>	
<p><b>AP2/19 Dawn to check if POD are deleting medication on repeat prescription and not advising the patient.</b></p>	Dawn R.
<p><b>4. Outstanding Issues Following the Merger:</b> Some patients are still not clear that The Beaches MC is a single practice that is delivered across three sites. Complaints have been received from several patients about the telephone system; one was left waiting for 53 minutes and another for 20 minutes. Unfortunately the system doesn't tell you how many callers are in the queue before you. Dawn explained that it was very expensive to upgrade the phone system and, as the practice will move into the new build once it is completed, the cost is not viable. You would also need more staff to answer the phones if you had more incoming lines. All practices have issues with the telephone system. Use of emails was suggested but this is already available.</p>	
<p><b>AP3/19 – Dawn to discuss ongoing telephone issues and patient complaints with the partners.</b></p>	Dawn R.
<p><b>AP4/19 – Use of email addresses to contact surgeries to be advertised on Facebook / posters.</b></p>	Tina
<p>The GMC Facebook page is still running and needs to be shut down.</p>	
<p><b>AP5/19 – Dawn R to raise issue about GMC Facebook page with Dawn B</b></p> <p>All three sites should be displaying The Beaches MC signage</p>	Dawn R.
<p><b>AP6/19 – Dawn R to check that correct signage for all three sites is on order with Karen W.</b></p>	Dawn R.
<p><b>5. Improved Access Survey:</b> This survey closed 31<sup>st</sup> December and the results have been sent to CCG by Dawn R., who has also asked Coastal Health for a breakdown on usage of Martham and Gt Yarmouth appointments by Gorleston locality patients.</p>	
<p><b>6. PPG Event 2019.</b> It is proposed to hold an event in May possibly in the Cliff Park Junior School hall. A subcommittee consisting of Tina, Lyn, Jill, Chris, Sue and Sandra will meet at Tina's house on Monday 4<sup>th</sup> February at 6.00 to discuss the objective for the event, possible guest speakers and format for the evening.</p>	
<p><b>7. Brainstorm Session:</b> Members held a brainstorm session to suggest any initiatives that can be introduced or any changes that can be made to improve the service provided to patients. The results are listed separately and will be discussed further at the next meeting to agree feasibility and, if appropriate, next steps.</p>	
<p><b>8. Feedback from PPG Forum:</b> Graham Dunhill and Jean Goffin will continue as Char and Vice Chair respectively. A plan was produced outlining the proposed agenda for 2019. East Coast Community Health (ECCH) have been awarded the 7 year contract to deliver adult community services and a specialist palliative care service for patients across the Gt Yarmouth and Waveney area. Members raised some concerns about ECCH's ability to deliver these requirements in view of the difficulties they've had delivering other contracts and agreed it would be useful for them to deliver a presentation at</p>	

the PPG Forum meeting. Graham and Lyn will raise this at the next Forum meeting.

**9. DNA's:**

Tina now receives figures from all three site although she has no historical data for comparison from Magdalen Way and Hopton. It was agreed that the data would be combined so that the same content will be shown at each site.

**AP7/19 – Dawn R to check with Kim if historical data is available from Magdalen Way and Hopton.**

Dawn R.

**10. Any other business:**

- It was confirmed that Well Being Connectors are available at each of the three sites one day a week.
- Tony will continue to attend the Reception staff meetings and Tina thanked him for doing this.
- It was queried whether Dawn R and Dawn B should rotate their attendance at PPG meetings. Members felt that Dawn R should attend all meetings (whenever possible) with Dawn B attending regularly, possibly alternative meetings.

**11. Dates for future meetings of The Beaches Medical Centre PPG:**

Friday 1<sup>st</sup> March 2019, 10.00 at Sussex Road

Wednesday 3<sup>rd</sup> April 2019, 10.00 at Hopton

Meeting closed at 11.45.